

***** FIELD OPERATIONS DIRECTIVE 02-27a *****

TO: Division Chiefs FOD No.: 02-27a
Employment Development Administrators Issued: APR 08, 2002
Managers Expires: APR 07, 2003

FROM: Unemployment Insurance Branch
Unemployment Insurance Division

SUBJECT: INTRODUCTION OF eApply4UI, PHASE 2
(Revision to Section II C, UI Call Center Staff Claim Filing
Instructions)

EFFECTIVE DATE: April 8, 2002

CONCERNED STAFF: All EDD Staff

CONTACT: NAME TELEPHONE
Customer (916) 654-9305
Service (916) 654-8609
Unit

TAO ID: UI.Questions
E-Mail Address: Questions,UI@EDDEMC2
Contact UIDCO Address: UICSU@edd.ca.gov

I. PURPOSE/BACKGROUND

- A. The purpose of this message is to announce the release of Phase 2 of the eApply4UI application and to clarify and update procedures and instructions for handling eApply4UI and DE 1101 I applications. With Phase 2 of eApply4UI, the Department is shifting the emphasis away from the paper DE 1101 I to the Internet eApply4UI. The DE 1101 I will remain available to claimants and employers who require or prefer the paper application.

In August 2001, the eApply4UI application was developed and introduced in order to offer an enhanced on-line application to claimants and staff. For Phase 2, eApply4UI is further enhanced to offer claimants on-line submission of applications. When a claimant submits an eApply4UI application, they will receive a confirmation number to confirm their submission. The application record will be stored in a database and later retrieved and processed by EDD staff.

Further enhancements are planned for the eApply4UI on-line application, including the on-line submission of Spanish eApply4UI applications. Note: Only the English version of eApply4UI may be submitted on-line with this release. Staff will be made aware of the changes as they become available.

- B. Certain claimants may experience difficulties with the eApply4UI application due to their unique computer and browser characteristics and settings. Information is provided to the claimant on how to reset their computer to a more compatible setting and links are provided to upgrade their browser.

Additionally, and in the event the claimant remains unable to use the eApply4UI application or chooses not to change their settings or browser, information is provided to claimants on how to file their UI claims by phoning one of the 1-800 numbers or by accessing and printing a DE 1101 I UI application.

- C. If claimants report to a Job Service (JS) site, a Disability Insurance (DI) office, or a Tax site, and indicate that they have been unable to access the telephone system to file a UI claim, staff will provide claimants the following choices and assistance:

- * If the claimant has access to a computer, staff should provide information about the eApply4UI application and how to access it. Provide the EDD website address, www.edd.ca.gov and/or the eApply4UI address, www.edd.ca.gov/eapply4ui to the claimant.
- * If the claimant prefers completing a form in the Spanish language, refer them to the Spanish eApply4UI application.
- * If the claimant prefers a paper form, staff should provide a DE 1101 I UI application.

II. PROCEDURES/INSTRUCTIONS

A. Accessing the eApply4UI application via the Internet:

1. Accessing the eApply4UI application via the Internet:

- a. Access the Internet.
- b. Go to the EDD home page by typing www.edd.ca.gov in the address field.
- c. Click on "UI Application" at the upper right or on "For Your Benefit..." at the middle bottom of the screen.
- d. Click on "eApply4UI."
- OR -
- a. Access the Internet.
- b. Type in the eApply4UI address, www.edd.ca.gov/eapply4ui.

B. UI Call Center Staff Access to eApply4UI Application Records:

1. Selected Call Center staff will have access to the eApply4UI application records in the eApply4UI database. These staff will print application records so that they may be distributed to claim filing staff. Instructions for accessing the eApply4UI application records will be available on DocuShare on the UID - Central Office Information Resources page. The document is called eApply4UI Print Instructions and may be accessed as follows by those staff who are designated to access and print eApply4UI records:

- a. Access the Internet by clicking on the Internet icon.
- b. At InsideEDD, click on the Docushare link at the bottom of the left side selection menu.
- c. Click on JS/UI Branch.
- d. Scroll down and select Unemployment Insurance Division.

- e. Select UID - Central Office.
- f. Select eApply4UI Print Instructions.

C. UI Call Center Staff Claim Filing Instructions:

1. Procedures for processing eApply4UI claims remain unchanged from those referred to in the UI Manual guide "Internet UI Application Procedures," 080-03.
2. If a claimant phones the 1-800 number and indicates that they have submitted a claim over the Internet, staff should do the following:

- a. Claimants who use the eApply4UI application are asked to allow 10 days for receipt of claim materials before phoning one of the 1-800 phone numbers. It is important that staff first verify if a claim has been filed. If no claim has been filed, FILE THE CLAIM. REV
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- b. If the claimant indicates that they are calling in 10 days or more after submitting their eApply4UI application, and no claim has been filed, FILE THE CLAIM. After the claim has been filed, send a message to UIDCO from the UIII home page, by taking the following steps: REV
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 1. Access the Internet
 2. Type uiII in the address field and press Enter.
 3. In the Request field, select UI System Problem.
 4. Type eApply4UI in the field Screens Affected.
 5. In the field Describe Problem, type in the following information: SSN, Claimant Last Name, Confirmation Number (if known), Date Submitted - No claim filed. Please research.
 6. Click on the Submit Form button.

Note: We need this information to monitor how the system is working. As potential Web problems are identified, we will introduce system changes. NEW
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Note: eApply4UI claimants will receive a confirmation number when they submit their claim to the Department over the Internet. This number is provided to the claimant only as proof of their application submission.

C. JS, DI and Tax Staff Instructions:

1. If a claimant reports to a JS site, a DI office, or a Tax site, and indicates that he/she has been unable to access the telephone system to file a UI claim, staff in these offices will now provide the claimant the following choices and assistance:
 - a. If the claimant has access to a computer, staff should provide information about the eApply4UI application and how to access it. Provide the EDD web site address,

www.edd.ca.gov and/or the eApply4UI address,
www.edd.ca.gov/eapply4ui.

Note: A future enhancement will provide JS and UI
customers with links between CalJOBS and eApply4UI.

- b. If the claimant prefers completing a form in the Spanish language, please refer them to the Spanish eApply4UI application. The application must be mailed or faxed in to the Department for processing. A future enhancement to the eApply4UI application is planned to allow submission of the Spanish eApply4UI application over the Internet. For now, Spanish eApply4UI applications must be mailed or faxed in for processing.
- c. If the claimant prefers a paper form, staff may provide a DE 1101 I UI application. If the claimant requires assistance in completing the application, staff will assist the claimant in completing the form. Procedures for completing the DE 1101 I application are unchanged from those described in FOD No. 01-38b issued February 8, 2002.

2. All UI Program Questions or Questions relating to Fax
Transmission Problems:

Follow established PSP procedures or procedures discussed in
FOD No. 01-38b.

III. REFERENCES

PSP Procedures - Job Service Manual and UI Manual.
FOD 02-011
FOD 01-147
FOD 01-381
FOD 01-43
FOD 01-38b
Processing Internet Application for UI Benefits guide card

IV. ADDITIONAL MATERIAL

None

/S/ DEBORAH L. BRONOW
Deputy Director
Unemployment Insurance Branch